

DD/A Registry
File Corrno 4OCD-M77- 326
29 AUG 1977

MEMORANDUM FOR: Executive Officer, DDA

STATINTL

FROM :

SUBJECT : WATS Lines

REFERENCE : DD/A 77-4699

1. Thank you for passing on the comments from the Office of Finance regarding the use of WATS lines. In view of the contention for WATS lines, it is surprising that you haven't received comments from other offices in the DDA.

2. Although it may seem to certain users that we have only two WATS lines for the entire country, we have a total of 24 WATS lines distributed as follows:

STAT

2 Zone

- Virginia only

5 Zone

- 11 surrounding states

17 Zone

- all of CONUS except Virginia

If a WATS user dials and gets a busy signal he can then dial and quite often get a free line. This should enable the user to complete his call in a reasonable amount of time.

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Users such as the Office of Finance have had particular problems due to the lack of a sufficient number of tie-lines to the main switch as well as getting a busy signal after dialing just even though WATS lines were idle. The tie-line problem was solved by an upgrading of service and the busy signal problem eliminated by adding additional selectors enabling personnel to at least dial the complete WATS code. These actions should have eliminated a certain amount of frustration and should enable users to more often obtain an open WATS line.

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SUBJECT: WATS Lines

3. You may be interested to know that the total number of phone calls increased 50 percent from May 1976 (before WATS) to May 1977.

May 1976: WATS-10,416 Non-Pubs-8,815 Operator Assisted-1,820
Total 21,051

May 1977: WATS-28,645 Non-Pubs-2,048 Operator Assisted-848
Total 31,541

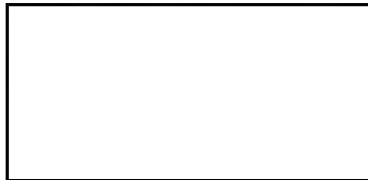
During June 1977 the total number of WATS calls increased by 4,838 to 33,483. (Summer vacation planning?)

Virginia only WATS calls went from 951 to 3,723 during the period May 1976-May 1977, a 390 percent increase.

4. We have recently requested control switches from C&P to enable the telephone switchboard supervisor to redirect any of the three WATS circuits to the switchboard. Then, during selected periods, outgoing WATS calls for certain zones must be placed through the operator. By taking this action periodically we can maintain some degree of WATS traffic accountability and discourage the use of WATS for personal calls, especially Virginia calls.

5. Hopefully this somewhat long answer will enable you to give some feedback to those offices in touch with you.

STATINTL



Copy to all EO-office Directors

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Approved For Release 2002/06/13 : CIA-RDP80-00473A000200020017-4

ROUTING AND RECORD SHEET

SUBJECT: (Optional)

WATS Lines

FROM:

EXTENSION

NO.

DATE

1B24 HQS

TO: (Officer designation, room number, and building)

DATE

OFFICER'S INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

RECEIVED

FORWARDED

Executive Officer/DDA
7D26 HQS

8/29

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